5453931/2022/GWS-GWS01

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Dept., of GV/WV & VS/WS – Citizen Outreach Campaign Programme – Certain instructions for Participation of all functionaries of Village / Ward Secretariats in the Citizen Outreach Campaign Programme **on last Friday and Saturday of every month**– Issued.

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DEPARTMENT OF GRAM VOLUNTEERS / WARD VOLUNTEERS & VILLAGE SECRETARIATS / WARD SECRETARIATS

G.O.Rt.No.2 **Dated:28.01.2022.**

Read the following:

Ref:- 1. Director, GVWV/VSWS, Vijayawada Proc.no.GWS01-COOR/ 158/2021- GWS, (C.No.148885),Dt.19.08.2021.
2. Director, GVWV/VSWS, Vijayawada e file.No. No. GWS01/390/ 2021- GWS (C.No.1495018).

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ORDER:

The Government of Andhra Pradesh has introduced the concept of Navaratnalu as core theme of governance in order to revamp the delivery systems of Government services with an aim to improve living standards of the people. To achieve this objective, Government of Andhra Pradesh has established a system of Village/Ward Secretariats consisting of required functional assistants.

2. In order to operationalize Navaratnalu, Government of AP has also deployed volunteers at village and ward levels across the State of Andhra Pradesh for delivering government services at doorstep of all eligible households. The objective of positioning Gram/Ward Volunteers is to ensure timely and transparent services and implementation of Government Programmes/Schemes to all citizens in the State. At present 543+ services are being delivered through Village/Ward Secretariats to the citizens and there is a need to create awareness amongst the citizens about the Government schemes and services. Hence, Government has decided to conduct "Citizen Outreach Campaign" every month in which the Village/Ward Secretariat employees along with volunteers shall interact with the Households in their jurisdiction to make the citizens aware about various Government schemes and services being delivered through Village/Ward Secretariats.

3. In this regard a Standard Operating Procedure (SOP) was issued to take up the campaign to be conducted in every Ward / Village Secretariat Jurisdiction in all the Ward / Villages by employees and Volunteers of the Ward / Village Secretariat **on last Friday and Saturday of every month**. And also instructions were issued to the MPDOs / Municipal Commissioners to constitute the teams consisting of one Functionary of Village Secretariat / Ward Secretariat and 2 or 3 Volunteers and deploy them for Citizen Outreach Campaign. Accordingly, the Citizen Outreach Campaign Programme is being conducted from August 2021 onwards.

Contd.,2

4. The Citizen Outreach Campaign Programme is planned for interaction of all functionaries of Village Secretariat / Ward Secretariat with the citizens of their respective Village Secretariat / Ward Secretariat Jurisdiction. To strengthen the Secretariat System, the support and interaction of citizens of the respective secretariats is very much necessary. To achieve this, the citizens must know about the Secretariat System including functionaries working for all departments in their Secretariat. To have interaction with citizens, all the Secretaries working in Village Secretariat / Ward Secretariat must interact with the citizens on these Citizen Outreach Campaign programme days and explain the activities of their department and know the feedback on various schemes being implemented by their department.

5. During the Citizen Outreach Campaign, it has come to the notice of the Government that certain functionaries are not attending the Programme. The matter has been reviewed by the Hon'ble Chief Minister and he has been decided that all the functionaries of all the departments of Village and Ward Secretariats shall attend the Citizen Outreach Campaign Programme without exemptions. All Village and Ward Secretariat staff, including Energy Secretary and Mahila Police shall have uniforms by Ugadi and to attend the Citizen Outreach Programme in uniform.

6. The participation of all functionaries of Village /Ward Secretariats in the Citizen Outreach Campaign Programme is compulsory and all should attend without fail. The Special Chief Secretaries/ Principal Secretaries/ Secretaries of all the concerned departments shall issue instructions to their field functionaries to attend the Citizen Outreach Campaign Programme along with Volunteers **on last Friday and Saturday of every month**.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH).

DR. SAMEER SHARMA
CHIEF SECRETARY TO GOVERNMENT

To
The Special Chief Secretaries/ Principal Secretaries/ Secretaries of all line Departments.
The HoDs of all line Departments.
Copy to :
1. The EA to Chief Secretary to Govt., A.P., Secretariat, Velagapudi.
2. The Director, GVWV&VS/WS, A.P., Vijayawada.
3. All the District Collectors in the state
4. All the Superintendent of Police in the state
5. All the Joint Collectors, VWS&D in the state.
6. The Spl. Chief Secy. to Government, Dept., GV/WV&VS/WS, A.P. Secretariat.
7. The Spl.Secy.to Government, Dept., GV/WV&VS/WS, A.P. Secretariat.
8. The Addl. Secretary. to Government, Dept., GV/WV&VS/WS, A.P. Secretariat.
Sf/Sc.

//FORWARDED BY ORDER//

S. Mary Ratnamani
SECTION OFFICER